



CITY OF HOUSTON

Job Posting

Applications accepted	ALL PERSONS INTERESTED
Job Classification	Customer Service Representative I
Posting Number	PN# 110971
Department	Health & Human Services Department
Division	Neighborhood Services Division
Section	Immunization Program
Reporting Location	8000 N Stadium 5 th Floor
Workdays & Hours	M - F, 8 a.m. - 5 p.m.*
	*Subject to change

DESCRIPTION OF DUTIES

Researches, analyzes and resolves customer complaints to provide quality customer assistance.

CORE FUNCTIONS

- Assists Distribution Team in answering provider inquiries about deliveries and other vaccine needs. Supports distribution team with vaccine management issues and operations.
- Enters data, reviews, and produces reports as needed in VACMAN.
- Completes requisitions and works in Advantage 2000 as needed.
- Responsible for preparing and submitting reports.
- Prepares recruitment and educational documents, handouts, enrollment and re-enrollment packets. Serves as back up to recruiters in scheduling and presenting orientations to new providers and new office staff.

WORKING CONDITIONS

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

MINIMUM EDUCATIONAL REQUIREMENTS

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

MINIMUM EXPERIENCE REQUIREMENTS

Six (6) months of administrative or customer service related experience is required.

MINIMUM LICENSE REQUIREMENTS

None

PREFERENCES

None

SELECTION/SKILLS TESTS REQUIRED

None

SAFETY IMPACT POSITION

☐ Yes ☒ No

This position is not subject to random drug testing and if candidate is promoted into this position, he/she must pass an assigned drug test.

SALARY INFORMATION

GRANT FUNDED POSITIONS

This position is dependent upon continued available funds. If funding is no longer available, employee may be laid off or transferred. Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 13
\$824- \$1,484 \$ Biweekly \$21,424 - \$38,584 Annually

OPENING DATE

June 7, 2006

CLOSING DATE

June 13, 2006

APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 794-9142. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

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